Provision of Care, Treatment, and Services

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PC Overview

- Four core processes for care, treatment, and services:
  - Assessing (patient needs)
  - Planning
  - Providing
  - Coordinating

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PC Overview (cont'd)

- Four core activities for care, treatment, and services:
  - Providing access to appropriate levels of care
  - Providing interventions based on plan
  - Teaching patients
  - Coordinating when patient is referred, transferred, or discharged

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PC.1.10
Entry

- Patient Acceptance by Organization
  - Eligibility
  - Patient populations
  - Criteria
  - Procedures
  - Processes

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Assessment

- Three processes
  - Collecting data
  - Analyzing data
  - Making decisions
- Assessments or screenings
  - Defined by organization
  - Individualized
  - Special populations

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PC.2.20 Assessment

- Applicable to AHC, HAP
- Problematic for HAP
- Organization defines in writing data and information to be gathered
  - Assessments and reassessments
  - Criteria for more in-depth assessments
  - Screening assessments
  - Specific assessment types
    - Psychological
    - Social
    - Nutrition and hydration
    - Functional
    - End-of life

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PC.2.120 Assessment

- Applicable to AHC, HAP
- Challenging standard for HAP and Army
- Time frame(s) defined in writing for conducting initial assessment
  - History and physical
  - Nursing
  - Nutritional screening
  - Functional status
  - Updates

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PC.2.130 Assessment

- Initial assessments performed as defined by organization
  - Policy defined
  - Time frames according to policy, law and regulation
  - Registered nurse assesses (HAP only)

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PC.2.150 Reassessment

- Reassessment as needed
  - Response to care, treatment, & services
  - Significant change in status & diagnosis/ condition
  - Legal or regulatory requirements
  - Meet time intervals
    - By organization
    - By course of care

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PC.3.10
Victims of Abuse

- Challenging standard for Army
- Victims of abuse/neglect are assessed
  - Victims are identified by staff
    - Extent & circumstances
  - Criteria for identification
    - Physical assault
    - Rape
    - Sexual molestation
    - Domestic abuse
    - Elder neglect/abuse
    - Child neglect/abuse
  - Staff eduction

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PC.3.120
Treatment for Addictions

- Applicable to HAP only
- Obtaining & interpreting information:
  - Substance abuse
  - Dependence
  - Other addictive behaviors
- Assess needs of patient
- Develop treatment plan

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PC.3.130
Treatment for Emotional or Behavioral Disorders

- Applicable to HAP only
- Additional assessments:
  - Vocational or educational
  - Legal
- Community resources
- Evaluations performed

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PC.3.230
Diagnostic Services

- Diagnostic testing for determining health care needs
  - Procedures performed as ordered
  - Timely manner
  - Clinical interpretation

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PC.4.10 Planning

- Development of plan for care is individualized and appropriate to patient's::
  - Needs
  - Strengths
  - Limitations
  - Goals
- Dynamic process
- Evaluation based on goals
- Revision as necessary

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PC.5.10
Providing Care

- For each patient according to the plan
- *Use of two patient identifiers (NPSG)*
  - Neither to be patient's room
  - Blood samples
  - Administering medications

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PC.5.50
Providing Care

- Care, treatment and service provided in an interdisciplinary, collaborative manner
  - Coordination among departments, services, disciplines
  - According to scope of services
- Optimal outcomes
- Interdisciplinary care plan not required

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PC.5.60
Providing Care

- Organization coordinates care as part of the plan and consistent with scope of services
- Internal & external resources
- Coordination between providers & settings
- Process to resolved duplication or conflicts
- Plans designed to occur in a timeframe that meets patient's needs

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PC.6.10
Education

- Patient receives education / training specific to patient's needs
- Assessment of learning needs
  - Cultural, religious beliefs, emotional barriers, desire, motivation to learn, physical or cognitive limitations, barriers to communication
- Education as appropriate, to condition and assessed needs

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PC.6.30
Education

- Patient receives education and training specific to patient's abilities
- Based on:
  - Individual learning preferences
  - Readiness to learn
  - Educational activities tailored

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PC.7.10
Nutritional Care

- Process for preparing and/or distributing food & nutrition products
  - Appropriate to care / service
  - Stored and prepared under proper conditions
  - Cultural, religious and ethnic food preferences

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PC.8.10
Pain

- Applicable to AHC, HAP
- Challenging standard for AHC
- Pain is assessed in all patients
- When pain identified,
  - Patient assessed & treated
    - In the organization, or
    - Referred for treatment

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PC.8.70
End of Life Care

- Comfort & dignity optimized during end of life care
- Patient right to physical & psychological comfort
- Psychosocial & spiritual needs
  - Patient
  - Family

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PC.9.30
Resuscitation Services

- Applicable to HAP
- Challenging standard for Army
- Resuscitation services available throughout HCO
  - Policies, procedures or protocols
  - Equipment appropriate to population
  - Equipment strategically placed
  - Staff trained and competent

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Restraint and Seclusion

- Medical-Surgical
  - PC.11.10 – organizational approach
  - PC.11.20 – measure and assess
  - PC.11.30 – policies and procedures
  - PC.11.40 – individual order / approved protocol
  - PC.11.50 - orders

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Restraint and Seclusion

- Medical – Surgical (cont'd)
  - PC.11.60 – protocols contain criteria
  - PC.11.70 – restraints monitored
  - PC.11.100 - documentation

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Restraint and Seclusion

- Behavioral health care
  - PC.12.10 – organizational philosophy
  - PC.12.20 – staffing levels and assignments
  - PC.12.30 – staff trained and competent
    - Challenging standard for Army
  - PC.12.40 – initial assessment
    - Challenging standard for Army
  - PC.12.50 – nonphysical techniques

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Restraint and Seclusion

- Behavioral health care (cont'd)
  - PC.12.60 – limit use to emergencies
  - PC.12.70 – LIP orders
  - PC.12.80 – family notified
  - PC.12.90 – LIP evaluates in person
  - PC.12.100 – written or verbal orders

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Restraint and Seclusion

- Behavioral health care (cont'd)
  - PC.12.100 – patients re-evaluated
  - PC.12.120 – clinical leaders informed
  - PC.12.130 – patients assessed and assisted
  - PC.12.140 – patients monitored
  - PC.12.150 - discontinuation

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Restraint and Seclusion

- Behavioral health care (cont'd)
  - PC.12.160 – debriefing
  - PC.12.170 – documentation
  - PC.12.180 – data on use
  - PC.12.190 – policies and procedures

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PC.13.20 High-Risk Procedures and/or Sedation & Anesthesia

- Applicable to AHC, HAP
- Challenging standard for HAP
- Planning
  - Qualified, trained individuals
    - Sufficient numbers
    - Appropriate credentials
  - Equipment availability
- Universal Protocol

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PC.13.30
High-Risk Procedures and/or Sedation & Anesthesia

- Pre-sedation / pre-anesthesia reassessment
- Patients monitored
- Documentation

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Waived Testing

- Provide framework for establishing minimum requirements for:
  - Quality control
  - Responsibility for testing
  - Staff
  - Reporting results
- Good laboratory practices

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PC.16.10
Waived Testing

- Policies and procedures
- Define extent to which results used
  - Definitive
  - Screening
- *Quantitative test result reports with reference intervals*
- *Criteria for confirmatory testing*

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PC.16.30
Waived Testing

- Staff orientation
  - *Specific to the instrument being used*
  - *Care and use of the instrument*
- Competency
  - *Orientation*
  - *At least once every year*
- Staff training through:
  - HCOs
  - Programs
  - Manufacturers

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PC.16.50
Waived Testing

- Applicable to AHC, HAP
- Challenging standard for AHC
- Quality control checks conducted on each procedure
  - *At least as frequently as recommended by manufacturer*
  - *For instrument based waived testing, two levels of control if commercially available*
  - *QC procedure performed at least once each day on each instrument for patient testing*

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PC.16.60
Waived Testing

- Quality control & test records maintained
  - Functional audit train maintained
  - Allow retrieval for *a minimum of two years*

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Web Sites

- Food and Drug Administration (FDA)
  - http://www.fda.gov/cdrh/clia/index.html
- Centers for Disease Control and Prevention (CDC)
  - http://www.phppo.cdc.gov/clia
- Centers for Medicare and Medicaid Services (CMS)
  - http://www.cms.hhs.gov/clia

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Questions?

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